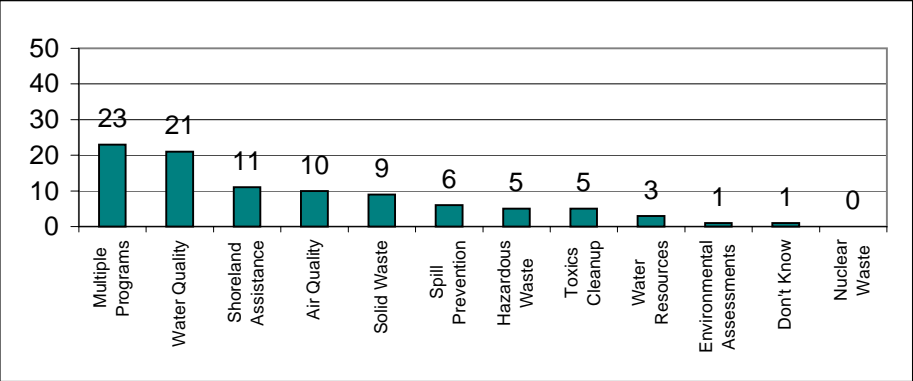


Department of Ecology Local Government Survey Results: Northwest Regional Office

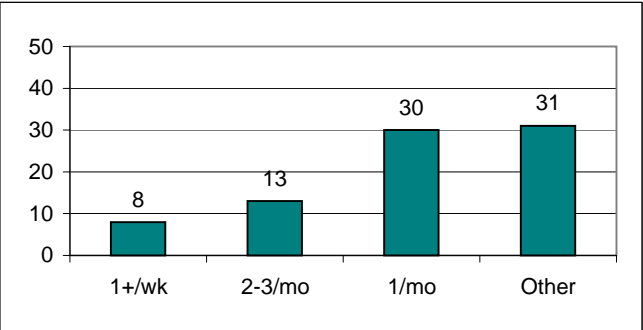
1. Which Ecology Program do you work with?

Multiple Programs	23
Water Quality	21
Shoreland Assistance	11
Air Quality	10
Solid Waste	9
Spill Prevention	6
Hazardous Waste	5
Toxics Cleanup	5
Water Resources	3
Environmental Assessments	1
Don't Know	1
Nuclear Waste	0
Total	95



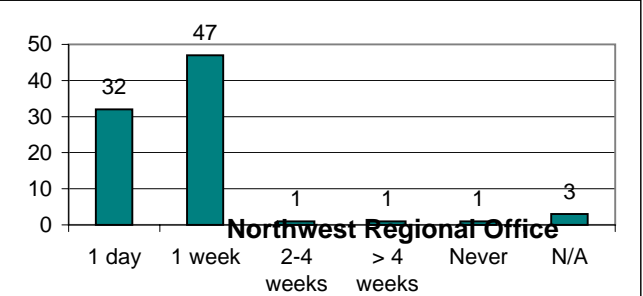
2. How often do you contact Ecology?

1+/wk	8
2-3/mo	13
1/mo	30
Other	31
Total	82

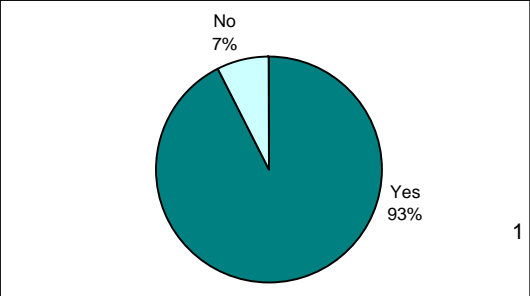


3. How long does it usually take Ecology to respond to your phone call?

1 day	32
1 week	47
2-4 weeks	1
> 4 weeks	1
Never	1
N/A	3
Total	85



Is this response time satisfactory?



Is this response time satisfactory?

9/24/99

Northwest Regional Office

Yes  
No  
Total

75  
6  
81

weeks      weeks

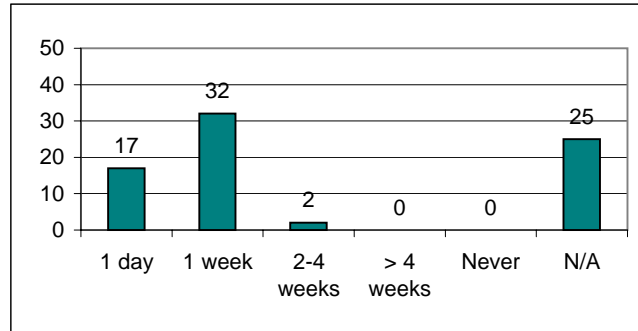


#### 4. How long does it usually take Ecology to respond to your E-mail message?

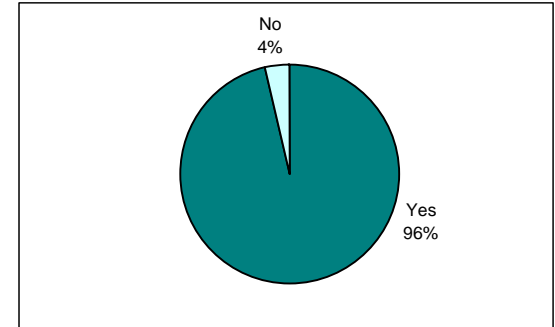
1 day	17
1 week	32
2-4 weeks	2
> 4 weeks	0
Never	0
N/A	25
Total	76

#### Is this response time satisfactory?

Yes	52
No	2
Total	54



#### Is this response time satisfactory?

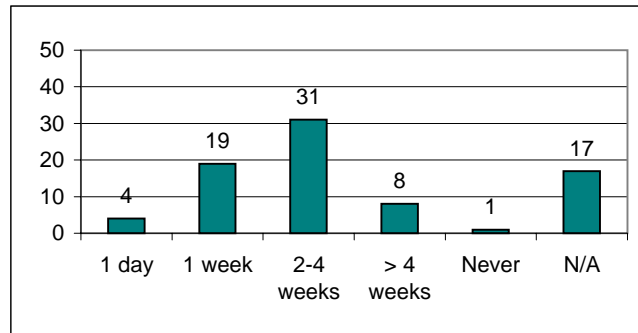


#### 5. How long does it usually take Ecology to respond to your letters?

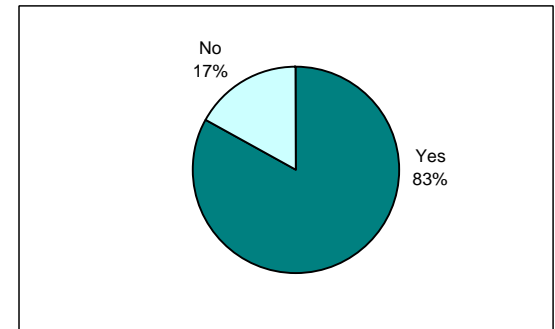
1 day	4
1 week	19
2-4 weeks	31
> 4 weeks	8
Never	1
N/A	17
Total	80

#### Is this response time satisfactory?

Yes	54
No	11
Total	65



#### Is this response time satisfactory?

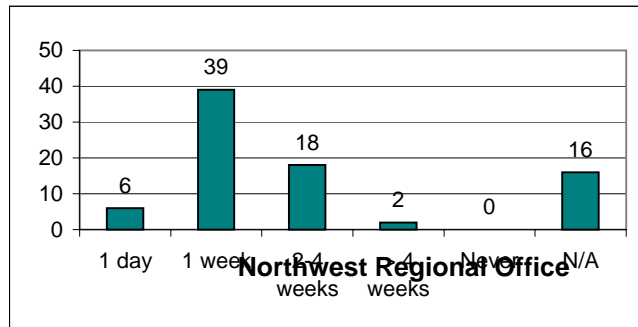


#### 6. How long does it usually take Ecology to respond to the materials you requested?

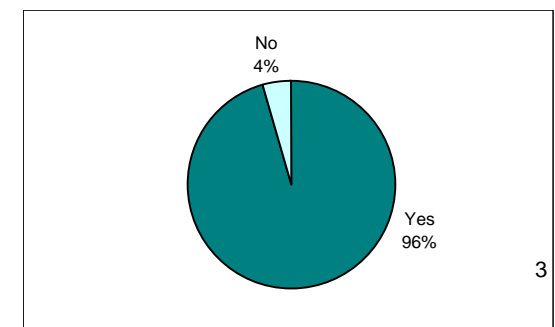
1 day	6
1 week	39
2-4 weeks	18
> 4 weeks	2
Never	0
N/A	16
Total	81

#### Is this response time satisfactory?

Yes	64
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#### Is this response time satisfactory?



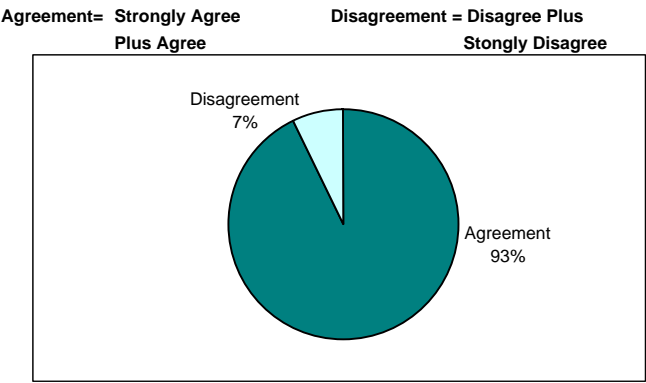
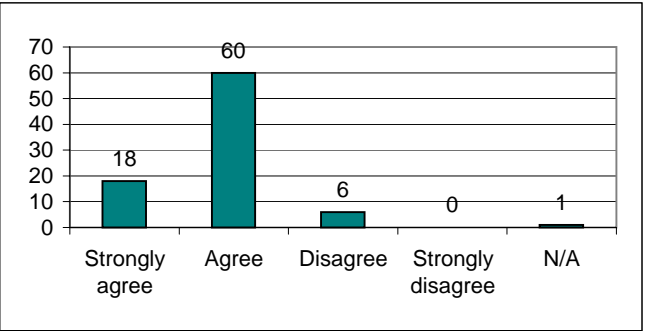
No  
Total

3  
67

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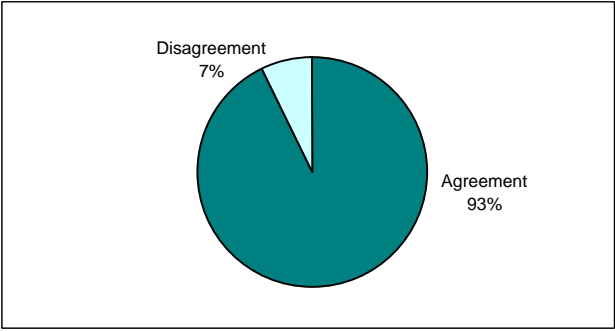
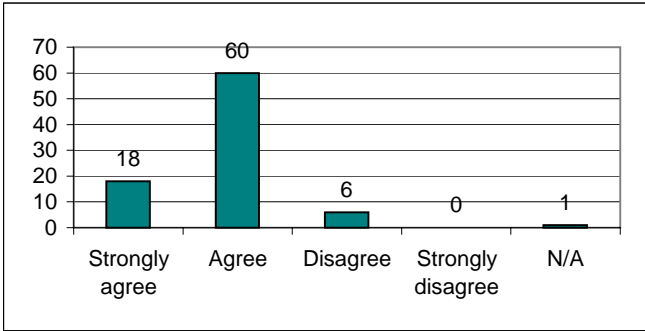
7. Ecology staff communicate clearly.

Strongly agree	18
Agree	60
Disagree	6
Strongly disagree	0
N/A	1
Total	85
Agreement	78
Disagreement	6
Not Applicable	1



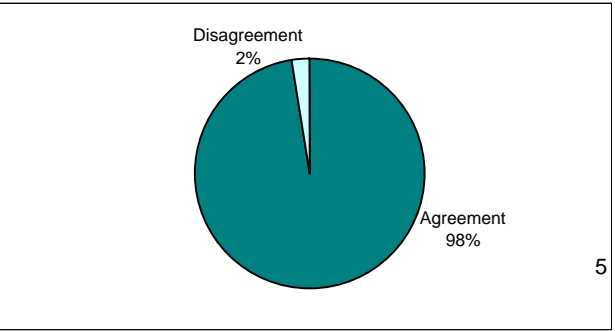
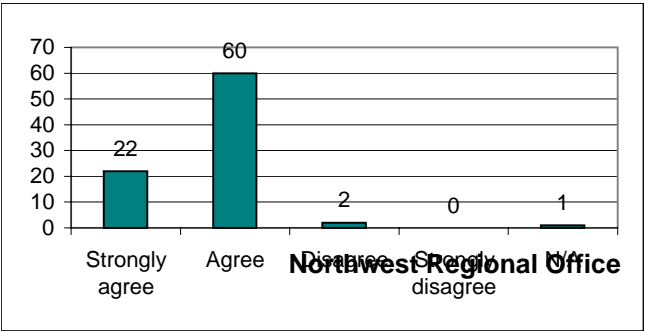
8. Ecology staff are knowledgeable.

Strongly agree	18
Agree	60
Disagree	6
Strongly disagree	0
N/A	1
Total	85
Agreement	78
Disagreement	6
Not Applicable	1



9. Ecology staff are courteous.

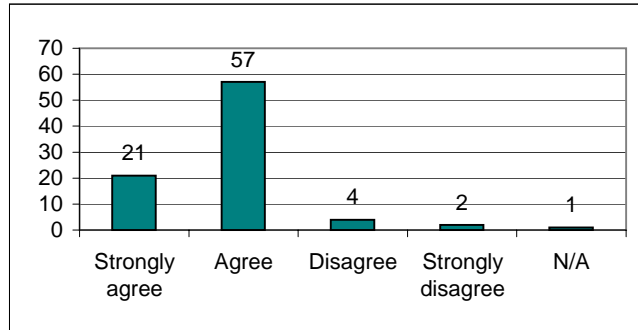
Strongly agree	22
Agree	60
Disagree	2
Strongly disagree	0
N/A	1
Total	85
Agreement	82
Disagreement	2
Not Applicable	1





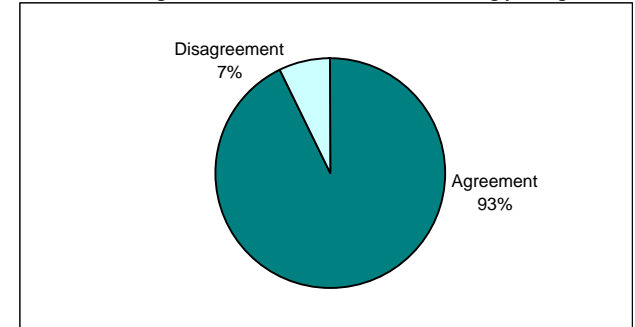
### 10. Ecology staff take the time to listen to me.

Strongly agree	21
Agree	57
Disagree	4
Strongly disagree	2
N/A	1
Total	85
Agreement	78
Disagreement	6
Not Applicable	1



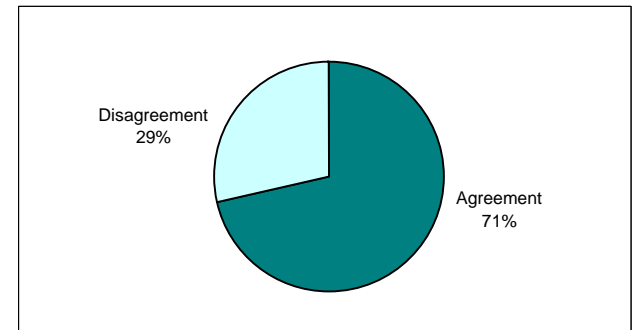
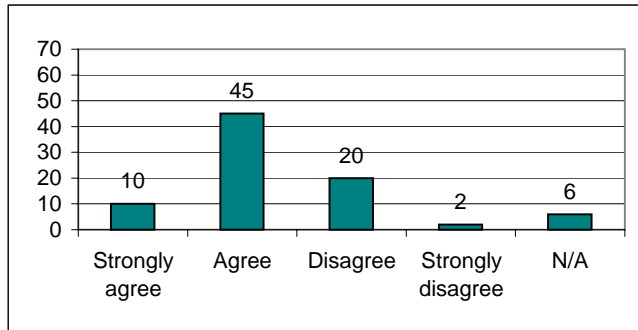
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



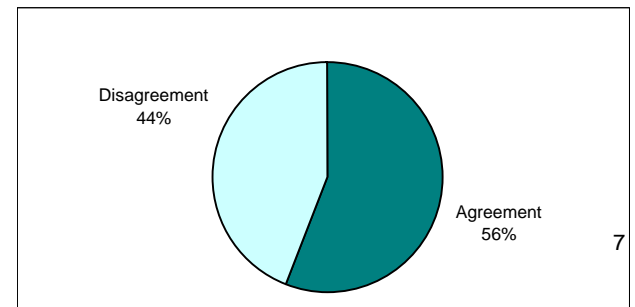
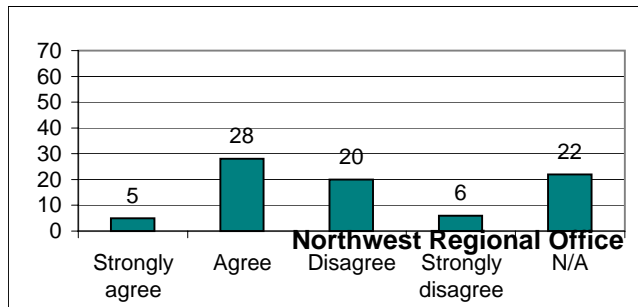
### 11. Ecology staff write materials that are easy to use.

Strongly agree	10
Agree	45
Disagree	20
Strongly disagree	2
N/A	6
Total	83
Agreement	55
Disagreement	22
Not Applicable	6



### 12. Ecology staff write regulations that are clearer now than they were 2 years ago.

Strongly agree	5
Agree	28
Disagree	20
Strongly disagree	6
N/A	22
Total	81
Agreement	33
Disagreement	26
Not Applicable	22



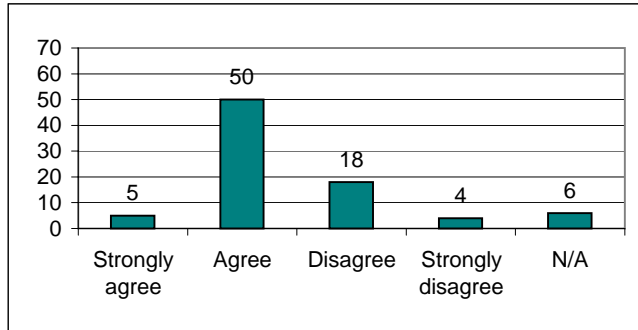
agree                  disagree





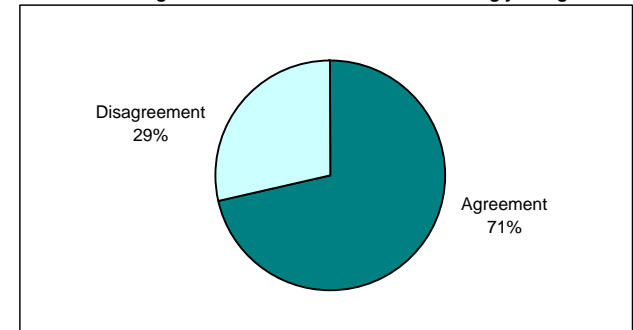
### 13. Ecology staff inform me about the services and products Ecology provides

Strongly agree	5
Agree	50
Disagree	18
Strongly disagree	4
N/A	6
Total	83
Agreement	55
Disagreement	22
Not Applicable	6



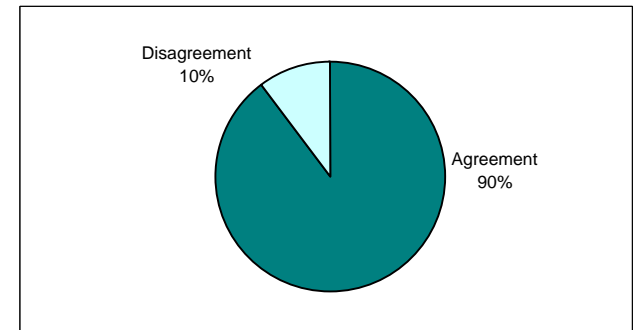
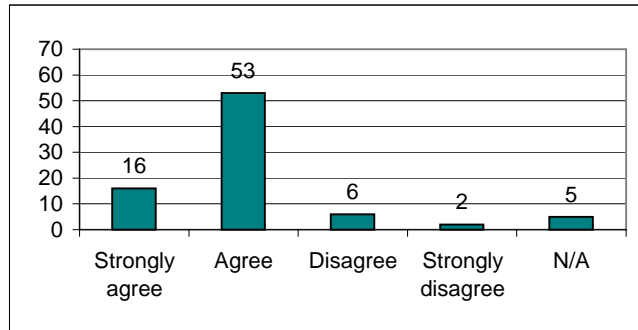
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



### 14. Ecology staff provide technical assistance to me when I need it.

Strongly agree	16
Agree	53
Disagree	6
Strongly disagree	2
N/A	5
Total	82
Agreement	69
Disagreement	8
Not Applicable	5



### 15. Ecology staff understand what drives decisions within my organization.

Strongly agree	7
Agree	33
Disagree	30
Strongly disagree	4
N/A	8
Total	82
Agreement	40
Disagreement	34
Not Applicable	8

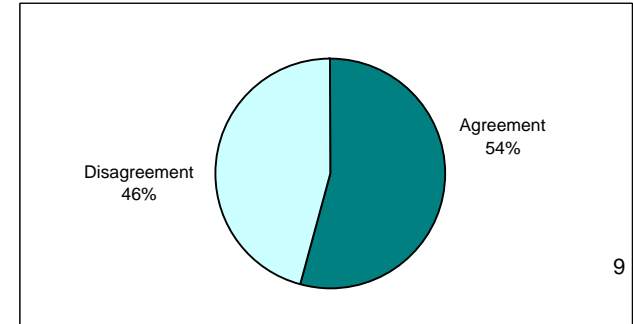
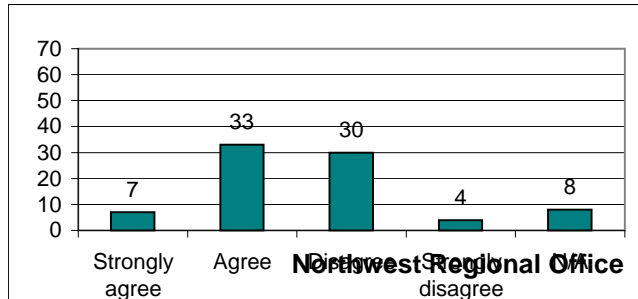
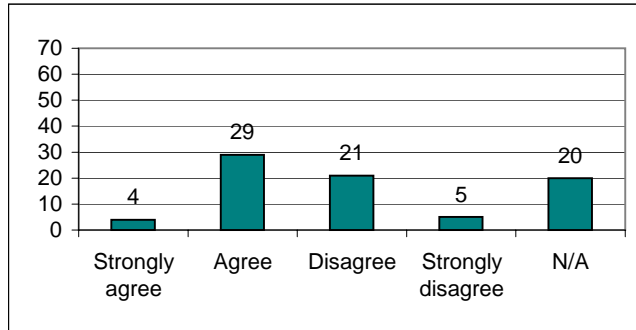


Figure	Figure	
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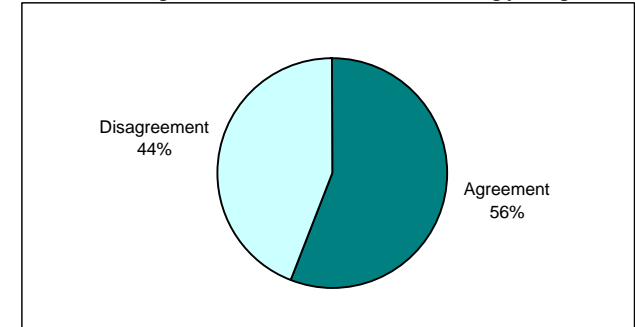
### 16. Ecology staff develop environmental priorities with me.

Strongly agree	4
Agree	29
Disagree	21
Strongly disagree	5
N/A	20
Total	79
Agreement	33
Disagreement	26
Not Applicable	20



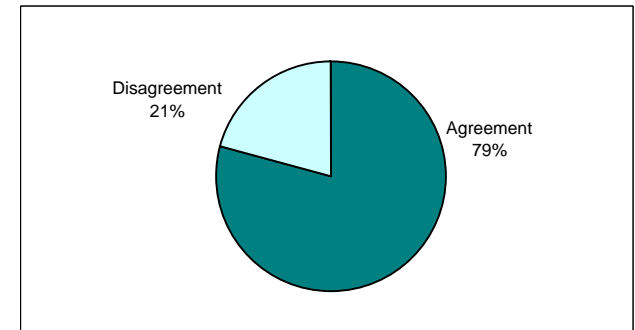
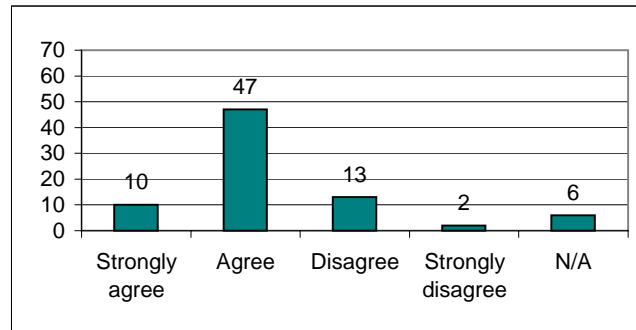
Agreement= Strongly Agree  
Plus Agree

Disagreement = Disagree Plus  
Strongly Disagree



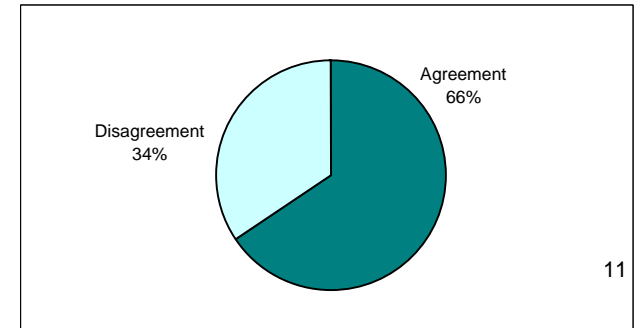
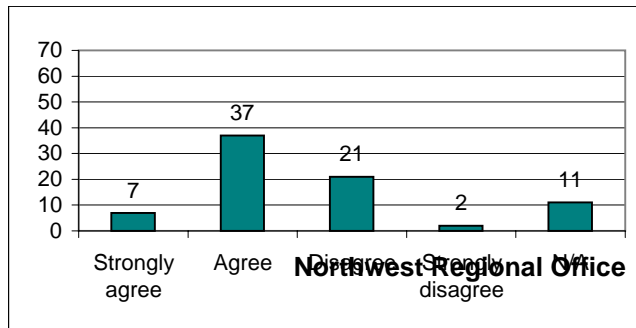
### 17. Ecology staff consider information I give them when making decisions

Strongly agree	10
Agree	47
Disagree	13
Strongly disagree	2
N/A	6
Total	78
Agreement	57
Disagreement	15
Not Applicable	6



### 18. Ecology staff work with me to come up with a creative solution to a problem that is supported by Ecology management

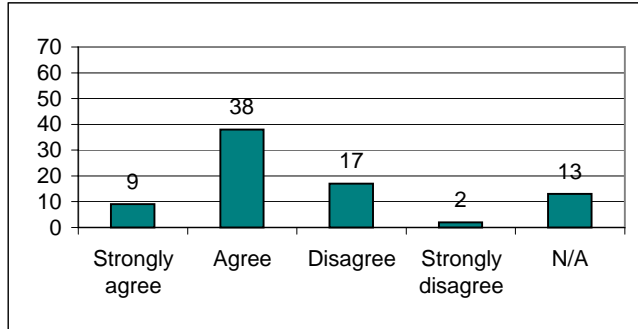
Strongly agree	7
Agree	37
Disagree	21
Strongly disagree	2
N/A	11
Total	78
Agreement	44
Disagreement	23
Not Applicable	11





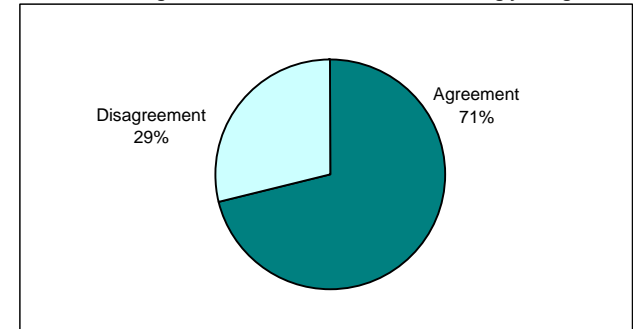
**19. Ecology staff are effective in partnering with my organization in environmental protection**

Strongly agree	9
Agree	38
Disagree	17
Strongly disagree	2
N/A	13
Total	79
Agreement	47
Disagreement	19
Not Applicable	13



Agreement= Strongly Agree  
Plus Agree

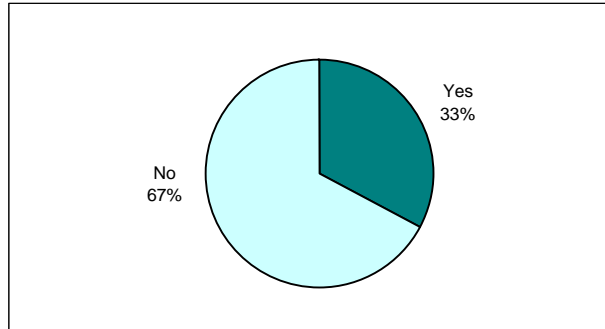
Disagreement = Disagree Plus  
Strongly Disagree



## PERMIT ASSISTANCE CENTER

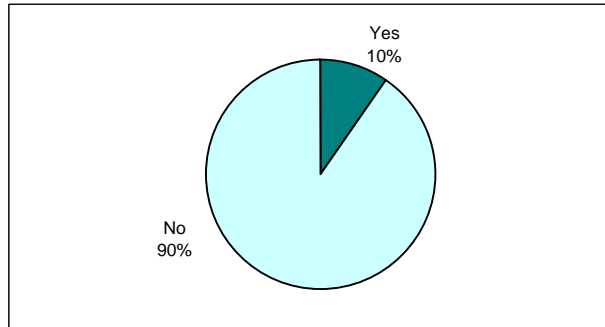
22. Do you know about the Environmental Permit Assistance Center located in Lacey at Ecology's Headquarters Building?

Yes	19
No	39
Not Applicable	11
Total	69



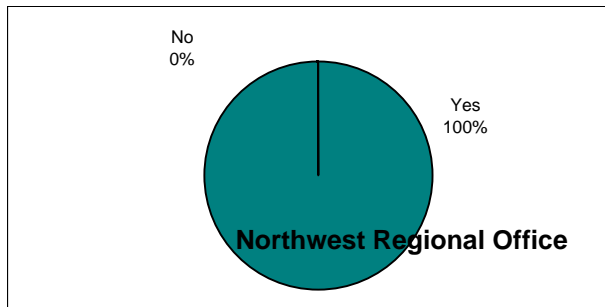
23. Have you requested information or service from the Permit Assistance Center?

Yes	5
No	47
Not Applicable	15
Total	67



24. If yes to question 23, was the information you received helpful to you and your organization?

Yes	7
No	0
Not Applicable	44
Total	51

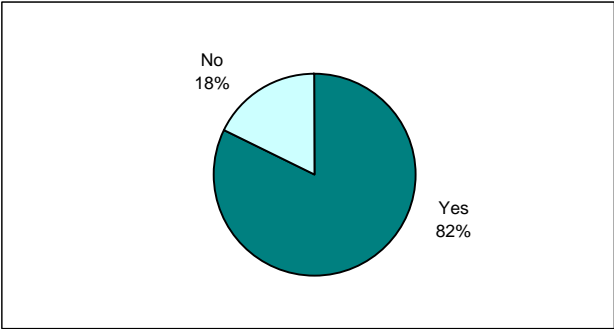




FINANCIAL ASSISTANCE

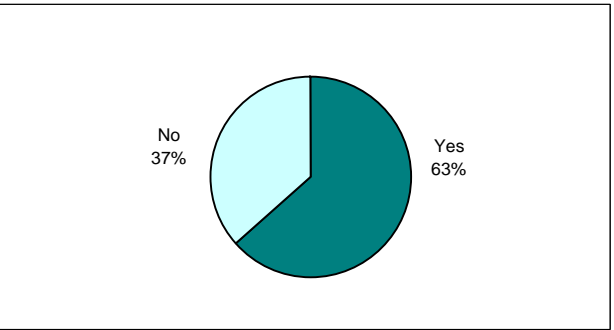
25. Do you know about the various Ecology grant and loan programs available to local government?

Yes	55
No	12
Not Applicable	2
Total	69



26. Have you received a grant or loan from Ecology within the last five years?

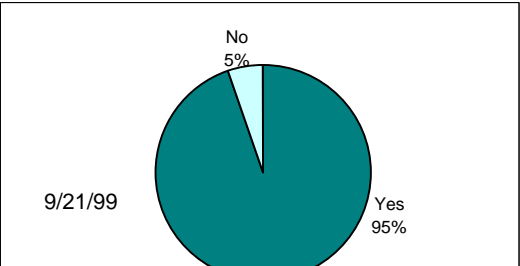
Yes	38
No	22
Not Applicable	6
Total	66



Were you satisfied with the timeliness of:

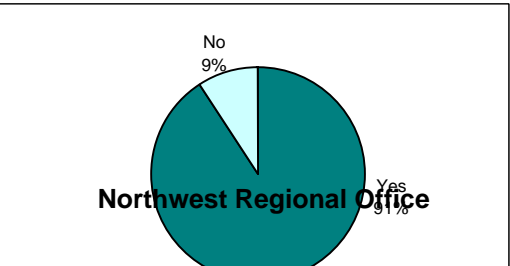
27a. Grant or loan agreements

Yes	35
No	2
Total	37



27b. Technical assistance on the project

Yes	30
No	3
Total	33



27c. Financial reimbursement

Yes	28
No	2
Total	30

